Based at various points around Glasgow’s city centre and West End, the Active Travel Route Team will assist attendees of COP26 as they experience the city. With thousands of delegates expected, we rely on Active Travel Route Team Members for their legendary warm welcome and support.

Volunteers will provide information to delegates and members of the public, assist with queries and provide directions within the city by:

- Attending a team briefing/de-brief each shift
- Providing excellent support to delegates
- Provide way finding services
- Assist with delegate flow in the area around key conference locations, in conjunction with the Safety Stewards, to ensure a safe environment clearing walk ways
- Manning information points within and around key travel locations
- Reporting any issues to the Team Leader or Volunteer Manager
- Assist all client groups with transport arrangements
- Assist in the management of the transport fleet (coaches, buses and cars)
- Being an ambassador for COP26 and the Host City

What skills are we looking for?

- Friendly and outgoing manner
- Strong initiative and the ability to think on your feet
- Problem solving mentality
- Team orientated
- Knowledge of Glasgow/Edinburgh
- Clear, confident oral communication skills
- Strong interpersonal skills
- Physically able to stand/walk for long periods of time
- Customer service experience (desirable)